

11-1-1993

Excel Newsletter, November 1993

Maine Bureau of Employment Services

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Excel

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THE BIMONTHLY NEWSLETTER ON CUSTOMER SERVICE



November 1993

COMMISSIONER'S COLUMN

Have you ever felt that you were in the right place at the right time? Those were my thoughts as I attended our "Reaching for the Stars" Academy in October at the Samoset.

With over 240 in attendance, an action agenda, beautiful weather, and comfortable accommodations, the two-day learning session was world class.

We've been talking a lot about Quality & Excellence over the past year. From our first session last December to the progress of the three pilot Divisions, and now with this Academy, it has been my hope that Quality & Excellence will become deeply ingrained into the very fabric of our organization.

Quality & Excellence has so much to offer: continuously improving the way we do things, putting customers and employees first, working in teams that allow the people involved to participate, and much more.

It makes our customers happier, all who work here more satisfied, and the organization well-rounded.

That's why I was so excited about the Academy. It gave all who were present an opportunity to learn and practice Quality & Excellence skills.

If you were there, I encourage you to experiment with these new skills. If you were not, talk to someone who was and find out all you can. Plan to attend Academy II next March.

Wherever you are in the Quality & Excellence program, put your skills into practice. Some will work, some won't; but keep trying. Don't be afraid to go out on that limb -- that's where the fruit is.

Charles A. Morrison
Commissioner

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Note: Please submit information for the next issue of Excel to Commissioner Morrison by January 10, 1994.

THIRD ANNUAL EMPLOYEE RECOGNITION CEREMONIES

Commissioner Morrison and the DOL Employee Recognition Committee hosted annual employee ceremonies at four locations throughout the state. Roger Whitehouse provided able assistance. Events were held in Bangor on September 9; Presque Isle on September 10; Gorham on October 8; and Augusta on October 15. Recognition went to employees for accomplishments, years of service, employee of the month and year, and the Commissioner's Teamwork Awards.

Shirley Lizotte, Clerk III, of the Job Service Administrative Office was named the 1993-94 Employee of the Year. Shirley started with the Department in 1960 in the Benefits Section and moved to Job Service in 1967 where she has served ever since.

Among the many reasons for Shirley's selection were: always finding new ways of doing things; helping others in a cheerful and professional manner; offering others words of encouragement; completing special projects at home; revising work without complaining; designing special projects and providing illustrations as DOL's "resident artist," and epitomizing a "Can do attitude!"

Recipients of years of service awards were:

For 30 Years - John McKenney

For 25 Years - Glen McLean, John Costello, George Ezzy, Nancy Curran, Kathleen Piecuch

For 20 Years - Daniel Fongemie, Juliette Bosse, Shirley Darveau, Brian Flanders, Robin Scanlin, Victoria Nault, Andrea Dresser, William Peabody, Richard Bragdon, Dawna Thomas, Robert Pomerleau, Steven Campana, Jean Burnham, Robert Murch, Gary Whitney

For 15 Years - Jeanne Rouse, Robert Arbour, Paul Newman, John Rioux, Ronald Gallagher, Constance Lachance, Nancy Seigars, Robert Moore, Darlene Crummett, Sylvia Brann, Lorraine Brann, Steven Gruz, Elizabeth Best, Eileen Grose, Margaret Nickerson, Margaret Bond, Judith Gero, Claudett Roy, Eleanor Golden, Theresa Cromwell, Rose Bailey, Rosemary Boissonneau, Leroy Dixon, David Barter, Robert Bryson, Dianne Farrar

For 10 Years - Roland Curtis, Peter Finley, Donald Stickney, Janet Dunham, Judith Miller, Marguerite Belanger, Kristi Burns, Theresa Bouchard, Allan Toubman, Marjorie Tyler, Paul Noonan, Jay Warren, Lottie Bragdon, Leon Ouimet, Richard Turcotte, Sherri Gibson, Moira Cook, Judith Boothby, Trudy Snowden, Constance Mazzone, Susan Turgeon

For 5 Years - Joyce Grondin, Louisa Lajoie, Kent Saunders, Ruby Kimball, Judith Pelletier, Maryanne Samuels, Deborah O'Connor, June O'Donnell, Robert Leighton, Adrien Polky, Ruth Ladd, Sharrel Nilson, Lisa Sirois,

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Gerard Dennison, Judith Horten, Roland Quirion, Frank Southard, Dennis Wellman, Dale Kilian, Thomas Wellman, Michael Bourret, Joseph Couture III, John Bouchard, Clare Wingfield, Dorothy Wardwell, Vaughn LeBlanc, Cynthia Gray, John Guphill, Henry Quintal Jr., Barbara Chenoweth, Janice McNally

Commissioner's Teamwork Awards were presented to:

- ▶ The PC-202 workgroup made up of the following members from the Division of Economic Analysis & Research and the Office of Information Processing for their efforts in developing a personal computer based employment and wages reporting system: Chris Boudreau, Tammy Crosby, Kent Saunders, Ron Leonard and Susan Faucett.
- ▶ The Management Information System designed and tested by teams from Training Resource Center, Office of Information Processing, Bureau of Employment & Training Programs, Administrative and Kennebec Jobs Training Offices, and Aroostook County Action Program: Betsy Levenson, Cathy Squires, Steve Campana, Tim McClellan, Sandra Cavanaugh, Dale Moeykens, Margaret Bean, and Mary Lou Dyer.
- ▶ The International Association of Personnel in Employment Security for planning and conducting the Maine-New Hampshire Institute: Rona Backstrom, Howard Butler, Paul Gilbert, Steve Griffin, Richard Hodgdon, Clem Josselyn, Mary Ellen Plato, Louise Salminen, Shirley Lizote, Roger Whitehouse, and Joe Rump.
- ▶ The "Operation Tax Bailout" team that responded to an emergency request to mail out special Unemployment Compensation Tax notices to over 31,000 employers: Dave Dwinal, Dick Lewis, Roland Quirion, Charlie Picard, Lea MacDougall, Bob Gagnon, and Dusty Gay.
- ▶ The teamwork and cooperation under the Collaboration Project Outline project exemplified by the following offices: JOB SERVICE -- Biddeford, Sanford, Calais, Waterville, Augusta, Rockland, Brunswick, Skowhegan, Belfast, Houlton, and Presque Isle; JOBS TRAINING OFFICES -- Machias, Biddeford, Augusta, Rockland, Bath, Belfast, Lincoln, Skowhegan, Houlton, and Presque Isle.

The ceremonies also recognized those Employee of the Month recipients over the past year. Congratulations to all, and a special Thank You to the Awards and Recognition Committee for making this all happen.

Roger Whitehouse is looking for more volunteers to serve on the Awards and Recognition Committee. Call him at 364-3716 if you're interested. Roger's motto: "If you have an attitude worth catching, he wants you!"

THE CHECK IS PROBABLY NOT IN THE MAIL

By: Dawna Lopatosky
Administrative Services

The Office of Administrative Services receives several calls daily from vendors looking for payment of invoices that they have presented for payment. Several calls are also made by Dawna Lopatosky hunting for items needed to make these payments, as well as explaining why this information is necessary. (Dawna is temporarily handling these duties until Sally Chase is replaced.) The following is a summary of what is needed to do the job.

Before any payment to a vendor can be processed, one or more items from each of the sections listed below must be present:

1. Original Invoice or Billhead
2. Receiving Slip, Repair Sheet, Memo of Justification, Approved Out-Service Training Request, or, in certain situations, an "OK"
3. A Vendor Identification Number that has been established in MFASIS (Maine Financial & Administrative Statewide Information System)
4. Open Market, Contract Release, Purchase Order, Contract
5. Proper use of the MFASIS coding structure for encumbrances

Problems have arisen in the past when:

- * One or more of the above items has not been received.
- * A photocopy, fax, or statement were sent in place of an invoice.
- * The request for payment came in the form of a memo and not on a billhead.

- * The receiving slip does not match the items billed on the invoice.
- * The individual authorized to "OK" the payment is not available or has not returned a copy of the invoice with an "OK."
- * The vendor identification number is on the MFASIS System, but with an address different from that of the remittance on the invoice.
- * During an emergency, items were obtained without proper follow-up to issue a confirmation purchase order.
- * The invoice does not contain enough information to match it up with its supporting documentation.
- * The account code structure used in the encumbrance is in error.

Because every invoice received is different from the one before, the list above does not include every obstacle encountered. To ensure timely payment of invoices, and guarantee that your business will be welcomed in the future, please refer to the above listings when requesting products or services.

A NOTE ON TRAVEL EXPENSE VOUCHERS

For your information, Jane Horton of the Office of Administrative Services is now responsible for processing the travel expense vouchers for the customers of the Office of Administrative Services. When indicating a direct billing for lodging, include the name of the hotel on your travel vouchers.

Getting to Know You" ... Jane Pyzynski-Fine

The newest member of the Kennebec Jobs Training Staff is Jane Pyzynski-Finch. She started as an Employment Counselor on September 15, 1993 and has thus far been very busy learning the myriad of rules and regulations we operate under. Being "computer literate" has been an advantage to Jane, as she's also come just in time to learn our new computerized Case Management System.

Jane's background includes a BA in Psychology from the University of Maine at Orono, many years experience facilitating workshops on such diverse topics as career counseling and death and dying issues, and previous employment which included substitute teaching in the M.S.A.D. #11 system, Finance Director of the Maine State Nurses Association, and one summer (1992) as a Summer Youth Counselor for Kennebec Jobs Training. She counts this last one as the "best job she's ever had" (excepting her current one, of course).

She is a member of the American

Group, Psychotherapists and Psychodramatists of New York City, which is a professional association that promotes psychodrama and sociometry methods of counseling. Jane also serves as President of the Augusta Area Business and Professional Women's Club, and has previously held several other offices in that organization. One of her main hobbies is cooking for her family, especially Polish recipes.

A Maine native, Jane is the mother of five; four grown children and a son, 12, who is a student at Gardiner Regional Junior High School. She's also a grandmother of three; two girls and one boy.

Welcome to Kennebec Jobs Training, Jane. We hope you enjoy your association with the staff here and elsewhere throughout the Department of Labor system. We are indeed fortunate to have someone with your skills and talents join with us in providing employment and training services to the citizens of Kennebec County.

CHARLES O'LEARY RECEIVES APPRECIATION AWARD FROM MAINE DISPLACED HOMEMAKERS PROGRAM

By: Eloise Vitelli

Displaced Homemakers Program

Charles O'Leary, President of Maine AFL-CIO for the past 14 years, was presented with an Appreciation Award by the Maine Displaced Homemakers Program at its 15th Anniversary Celebration held at the Augusta Civic

Center, October 1, 1993. In presenting the Award, **Eloise Vitelli**, Associate Director, cited **Charlie O'Leary's** courage in tackling tough issues, his breadth of vision, and the generosity of his spirit. (Continued on page 6)

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O'Leary is widely credited with bringing Maine's Unions into the modern age. His leadership has guided Maine's labor movement through great strife and dramatic change - major strikes, declines in manufacturing and a rise in service industries, economic expansions and contractions. His enormous energies continue to seek creative strategies to meet the current challenges of defense downsizing.

In whatever context, whether education, economic policy, welfare, or business regulation, Mr. O'Leary speaks with passionate concern for the quality of life of all Maine's workers. He has long been an outspoken supporter of the Maine Displaced Homemakers Program. "We are grateful for Charlie's friendship, his belief and trust in the work that we do, and for the inspiration of his leadership," noted Ms. Vitelli.

Prior to becoming AFL-CIO President in 1979, O'Leary was director of the Bureau of Labor Education, from

1972-1979, and served on the Labor Department's Advisory Council, and was a director for the Head Start program. In 1964 O'Leary was a Fullbright Fellow at the American University in Beirut, Lebanon. He earned a Masters degree in history from the University of Maine, where he also received his Bachelors degree.

Other 1993 Appreciation Award recipients include: Michael Dolan, Jr., President, Busy Bee Janitorial Services, Inc; Lu Bauer, CPA; Susan Hunter, Attorney; Cindy Marano, Executive Director, Wider Opportunities for Women; Sara Gould, Economic Development Program Director, Ms. Foundation for Women; Jill Miller, Executive Director, National Displaced Homemakers Network; Merle Nelson, former Legislator, drafter of initial MDHP Legislation; and Susan Savell, singer and songwriter.

Awardees received a commemorative poster designed for the occasion by Warren artist Deborah Beckwith.

DEPARTMENT'S QUALITY & EXCELLENCE PROGRAM

Here's what has happened in the three Divisions that have piloted the Department's Quality & Excellence initiative for the past year:

OFFICE OF ADMINISTRATIVE SERVICES
By: Jim Dionne
Administrative Services

The Office of Administrative Services (OAS) has completed its third Team Building and Communications session. Rather than schedule another session to deal with Process Action Team (PAT) development, all OAS staff attended the PAT Workshop at the

Quality & Excellence Academy in October.

Participants at these sessions have indicated a desire to deal with actual office scenarios rather than role play fictitious situations.

At the third session, a considerable amount of time and energy was
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expended in a discussion of the Quality & Excellence process and when, where, and about what to schedule future training sessions. Participants were anxious about the amount of time spent outside the office and the workload they were leaving behind.

The OAS Quality & Excellence Council has been formed and will be a committee of the whole.

JOB SERVICE

By: Jack Ducharme
Dover-Foxcroft

The introduction of Quality & Excellence to Job Service began in March of 1993. The entire division closed the offices for the day to attend the introductory Quality and Excellence seminar. This seminar resulted in the creation of the Job Service Vision Statement. Our vision is "to be a caring, professional, full service employment organization providing quality service to meet the changing needs of our customers."

In July, the Job Service Quality and Excellence Steering Council was formed. This council is comprised of members of all staff levels of the division. The council was formed to monitor the progress of the Quality and Excellence process. The council also plans staff training and develops future courses of action in Quality and Excellence. The council meets periodically at different locations. Council members solicit feedback from participants of various Quality and Excellence activities and implements suggestions whenever possible. The names of the council members have been published several times to provide all division staff the opportunity to have input into the process.

After considerable discussion the Quality and Excellence council determined that the most effective way to provide necessary training was to close the offices and bring all division employees to four day-long training sessions. These sessions were held at various locations around the state.

The Quality and Excellence training sessions were held on September 2, 16, and 30, and November 10. Nearly all Job Service personnel have attended and have found the training to be helpful and very worthwhile.

The completion of the scheduled training sessions will in no way end the Quality and Excellence process at Job Service. The real work of this effort is just beginning. Each individual, line staff and manager, must now implement Quality and Excellence principles in their own performance. Remember - "The only time that you ever truly fail is when you fail to try!"

ECONOMIC ANALYSIS AND RESEARCH

The Division's Quality & Excellence endeavors have moved along at various paces since the concept was formally introduced at the Department's first session in December 1992.

Actually, the Quality & Excellence "clock" began ticking in the Division as early as October 1992 when the group first discussed the prospect of becoming a pilot for the Department to pursue the development of quality theories and practices. Since then, our "time-piece" has alternated between operating like a crude sundial to a polished chronometer.

Our initial milestone occurred in
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February 1993 when the Division drafted a vision statement, looked at its strength and opportunity areas, and began identifying its standards and values. Then, like sand pouring through an hourglass, the Quality & Excellence endeavor marked time until last June when it was restarted by a group session on theory and practice.

Our pendulum swung into action in July with the creation of the Division's Quality & Excellence Steering Council. With broader representation, the Council was as steady as a metronome's beat and established a timetable for future training and a "wild shirt" day. The commun-

ication training held in August seemed innocent enough, but it proved to be a ticking time bomb that exploded. The Division met in September to reassess whether it should continue the Quality & Excellence program -- the result was an overwhelming "yes!"

With all the vibrancy of a new quartz watch, the Division embraced team training in early October, and the Academy later that month. Our Quality & Excellence clock is now keeping excellent time. Its latest accomplishment is the formation of a new Division Steering Council that endeavors to be as notable as Big Ben!

INTERNATIONAL ASSOCIATION OF PERSONNEL IN EMPLOYMENT SECURITY

By: Winnie Malia, Economic Analysis & Research

The Chapter is pleased to recognize members **Joe Rump, Emily Morris, Georgette Pelletier, Mary Ellen Plato, and Annette Rowe**. They were presented with a certificate of achievement for their 1992-1993 ambassador efforts in outreach activity to promote the "I" in IAPES at the 80th Annual International Association of Personnel in Employment Security Educational Conference in Portland, OR, on June 19-25, 1993. This achievement award was for their work in "Hands Across the Border" to establish a chapter in our "sister city" of New Brunswick.

The Chapter thanks **Commissioner Morrison** for participating on the panel for "Skill Centers/One Stop Shopping" held at the Northern New England Fall Institute in Nashua, NH. The panel discussed the U. S. Department of Labor's idea for "One Stop Shopping." Several issues were raised by the entire panel including sufficient funding for the centers, whether there is a need to have

everything in one place in this electronic media age, and the structure/programs of the center should fit the area it serves.

Vaughn LeBlanc, the Membership Committee Chair, has "Kicked Off" new membership recruitment and renewal for the ensuing year. Any Department of Labor colleague can contact Vaughn at 287-3431 for information on how to join.

Dennis Wellman, Service to People with Disabilities Chair, is in contact with the local ALPHA ONE, Center for Independent Living, to remain current with activities and situations dealing with Americans with Disabilities Act in order to maintain Agency programs and to disseminate information for other colleagues.

Also, on October 22 the Chapter held a used book sale. If you are interested in having the book sale in your office area, please contact **Winnie Malia** (287-2271) or **Vaughn LeBlanc**.

EMPLOYEES OF THE MONTH

August:	Central	Patricia Lasselle , Skowhegan Unemployment Compensation
	Northeastern	Ron Gallagher , Houlton Job Service
	Southern	Harvey Carr , Brunswick Unemployment Compensation
September:	Administrative I	Louisa Lajoie , Bureau of Labor Standards
	Administrative II	Richard Jones , Division of Economic Analysis & Research
	Central	Janet McGowan , Skowhegan Unemployment Compensation
	Northeastern	Thor Noyes , Bangor Unemployment Compensation
	Southern	Debra Rogers , Sanford Unemployment Compensation
October:	Administrative I	Anne Hamel , Bureau of Labor Standards
	Administrative II	Wendy Nelson , Division of Economic Analysis & Research
	Central	Kathleen Hance , Skowhegan Unemployment Compensation
	Southern	Lynell Friesen , Sanford Unemployment Compensation

Congratulations to all winners, and thanks to those of you who submitted names. Please remember to submit nominations each month so our colleagues can be recognized for their exceptional performance!

MAIL CENTER ADDS STAFF

By: Dave Dwinal, Information Processing

Norma Swift joined the Office of Information Processing Mail Center staff as a Post Office Clerk on October 25, 1993.

Following initial training, Norma will be processing Department mail on

the Mail Center's new Champ Mailing system and will be assisting with pre-sorting and barcoding operations.

We welcome Norma to our organization and look forward to her able assistance.

NEWS FROM AROUND THE STATE

EMPLOYEE RECOGNITION WEEK IN WATERVILLE

By: Sheila Moody and Mary Ellen Plato
Waterville Unemployment Compensation

The Waterville Local Office celebrated Employee Recognition Week by having week-long activities. Posters were displayed notifying the public of the week and they were encouraged to participate by submitting their comments in the suggestion box on the services they have received. A craft table was displayed for the entire week showing handcrafted items as well as other talents by the office staff. The following is a breakdown of the week's activities:

- Mon: Wear your favorite T shirt and sneakers
- Tue: Treasure Hunt; prizes donated by Mary Ellen Plato and Sheila Moody
- Wed: Dairy Queen Day; everyone treated themselves to ice cream.
- Thu: Baby Picture Contest; won by Linda Wiggins and prize was donated by Sheila Moody
- Fri: Barbecue at lunch with egg toss and bean bag game

Everyone enjoyed the week and perhaps the Department will consider promoting a Department of Labor Week during the winter doldrums.

BRUNSWICK EMPLOYEE OF THE MONTH

By: Pam Kelley
Brunswick Unemployment Compensation

Brian Hodges, Claims Specialist, was selected as the September Employee

of the Month for the Brunswick Unemployment Office. He was recognized for his constant effort and enthusiasm providing a high degree of customer service. Brian is always courteous and helpful to our clients and his coworkers. His positive and professional attitude are appreciated by all.

UNEMPLOYMENT INSURANCE SOUTHERN DIVISION ACTIVITIES:

By: Bob Pomerleau
Unemployment Compensation

Employee of the Year

Mary Mosher was selected as the first ever, UI Southern Division Employee of the Year. Mary was presented with a plaque at ceremonies held at the Annual Employee Recognition Event in Southern Maine and hosted by Commissioner Morrison and the DOL Employee Recognition Committee. Mary was one of six candidates that were selected as local office representatives nominated by their peers. These six candidates were identified as the UI DREAM TEAM for the Southern Division and consisted of: Debbie Rogers from Sanford; Evelyn Holloway from Biddeford; Linda Doiron from Portland; Harvey Carr from Brunswick; and Mary Mosher from the Interstate Office.

Mary was characterized as representative of the people in UI field operations that are the backbone of the UI program and Ambassadors of Customer Service for the UI program. Her intelligence, compassion and respect for both

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her peers and her customers has been known and recognized for over 17 years in the Interstate office. She received recognition by a Canadian newspaper for her work with Canadian offices in the development and refinement of the Internet system that will soon function in Maine as the hub for the entire country for Canadian claims. Mary was an excellent choice for this first time award in UI.

Employee of the Quarter

Nancy Whirley was selected as the UI Southern Division Employee of the Quarter. Nancy was described as an extremely competent and pleasant Claims Specialist who was often sought out by her peers for her knowledge and assistance. She was also described as being the frequent recipient of many compliments regarding customer service directly from the customers themselves. Nancy was the choice from among six candidates that included: Terry Robinson of Rumford; Brian Hodges of Brunswick; Daniel Quinn of Portland; Cheryl Moran of Sanford and Barbara Austin of the

Interstate office.

Congratulations to both Mary and Nancy for the Recognition that is well deserved.

RUMFORD RELAXES

By: Paul Gilbert

Rumford Job Service

Last August, 27 employees from the Department along with family and friends enjoyed an overnight trip to Belfast. After registering at the Belfast Motor Inn, everyone crossed over to Chelsea for a delicious dinner.

The following morning the group assembled at the Belfast and Moosehead train station for a very nice ride to Brooks. On the return to Belfast, after a quick lunch, we all gathered at the dock for a scenic boat ride on the *Quick Silver* around the shores of Belfast.

Before heading home everyone agreed that we all had such a good time that another trip should be planned.

WE ARE APPRECIATED...

Many of you receive letters of appreciation for providing quality customer service. Here's what we found:

TO: **Royal Bouchard**
Bureau of Labor Standards
FROM: Hal Fowler
Maine Vocational Region Ten

...(Your) presentation was useful and interesting... We really appreciate the time you take to speak with the students.

TO: **Rose Hodges**
Lewiston Job Service
FROM: Ginger K.

Thanks again for helping me in my job search
... Your efforts are greatly appreciated.

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TO: **Brunswick Unemployment Insurance
and Job Service Staffs**
FROM: Stephen L.

Thank you all you wonderful people... I've
started a new career!!

TO: **Brian Hodges
Brunswick Unemployment Insurance**
FROM: David F.

...Thanks again for your splendid support.

TO: **Bob Moore
Administrative Services**
FROM: M. Jean Arbour
Division of Purchases

I would like to thank you for lending (us) a
projector and screen... It sure is nice to know
(you) are willing to help others in need...

TO: **Ray Fongemie
Economic Analysis and Research**
FROM: Dennis M. McSweeney
U.S. Department of Labor

...Throughout the course of this project we
have been most impressed with the
professional demeanor and technical expertise
of your **ES-202 (Program) staff**.

TO: **Doug Ward
Biddeford Job Service**
FROM: Ray C.

I was surprised and pleased to receive your
letter and offer (of) assistance... Thanks
again...

TO: **Waterville Job Service Staff**
FROM: United Parcel Service (UPS)

As a major employer that uses the Job Service
- I have found this location to be the most
pleasant - easy to work with team - very
efficient group.

TO: **Waterville Unemployment Insurance**
FROM: Tom

...The people here seem to go out of their way
to help and be polite... Everybody here does
anything they can to help...

TO: **Administrative Services Staff**
FROM: Dona Garippa
Bridget Temporary Services

I just want to say a special thank you to each
of you for making my short stay here such a
pleasant one...

TO: **Elaine Palmitessa
Biddeford Job Service**
FROM: Dawn D.

I want to thank you for taking time to spend
with me on my visit to the Maine Job Service
today...

TO: **Denis Fortier, Maine Occupational
Information Coordinating Committee**
FROM: Elizabeth A. Della Valle
Market Decisions

Thank you for taking the time to talk with me
about your committee...

TO: **Leonard Nilson
Job Service**
FROM: Joe Hyatt
Allstaff

Recently I had a pleasant experience at the
**Job Service in Brunswick. Leon Ouimet and
Trudy Snowden...** are the most professional,
pleasant and easy to work with that I've met...

TO: **Dan Sprague
Unemployment Insurance**
FROM: Blake W.

I spoke with a very helpful and professional
member of your staff this morning, **Susan
Tozier...**

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TO: **Rosemary Boissonneault**
Sanford Unemployment Insurance
FROM: Edward C.

...I especially thank **Claire Winfield** and **Debbie Rogers** for their superior professional performance, which they both exhibited...

TO: **Lewiston Local Office Staffs**
FROM: Arlene H.

...Everyone I talked to was very helpful and pleasant... (Some) of you went out of your way to help me... I am very thankful...

TO: **Nancy Woodbury**
Belfast Job Service
FROM: Duke S.

I'd like to thank you for all your help... You and your staff... helped me through a tedious, difficult job hunt...

TO: **Marguerite Belanger**
Biddeford Job Service
FROM: Ed S.

...I received.. your encouragement and guidance... You went beyond any expectations I had... You were great!... I hope this short note lets you know how important you can be to someone...

TO: **Elaine Palmitessa**
Biddeford Job Service
FROM: Guy E.

I sincerely thank you for your support during my recent career move... Much good has come from this experience...

TO: **Shirley Rosen**
Portland Job Service
FROM: Mary W.

This is just a quick note of thanks for all your support, information, and advice... I am most appreciative of how far you've helped me in this journey...

TO: **Trudy Snowden**
Brunswick Job Service
FROM: Theresa M.

I would like to express my deep appreciation for your efforts... You (are) a real professional gem.

TO: **Rona Backstrom**
Job Service
FROM: Patricia George
Unemployment Insurance

I wish to commend **Robert Lane** for his quick actions in ensuring the safety of all DOL employees located at the **Augusta L.O.** during the chemical spill on 9-15-93...

TO: **Mary Keith**
Rumford Job Service
FROM: Ted L.

I want to thank you for coming and talking to our students... You came in and imparted meaningful information to them...

TO: **Dick Hodgdon**
Biddeford Job Service
FROM: James Clifford
Creative Work Systems

..I found our conversation informative and very useful. It seems there is much the Job Service would be able to do for people with disabilities.

TO: **Shirley Rosen**
Portland Job Service
FROM: Joan C.

..(I) feel you are filling a real need in the community of unemployed professional people... Thank you for your interest and advice.

TO: **Shirley Rosen**
Portland Job Service
FROM: Jane S.

Thanks to you I have a job!!...

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TO: **John Rioux**
Bureau of Labor Standards
FROM: Daniel S. Cote
Employers' Mutual Insurance

...(E)xpress my appreciation for the tremendous support your staff has provided... **Brad Brown, Janet Callahan, and Becky Whitten** have offered professional, courteous service...

TO: Unemployment Compensation
Managers
FROM: Gail Thayer
Unemployment Insurance

...I also consider this (BRI Video Project) an exciting project because it was conceived and implemented by a group of employees on their own initiative. I would like to commend **Bob Pomerleau, Rebecca Nichols, Winnie Malia, Ken Bridges, and Peter McMann** for a job well done...

TO: **Training Resource Center Staff**
FROM: Deborah B.

...I had no idea...there would be so much positive growth and genuine stimulation and hope for the future... It has added much to my life...

TO: **Elizabeth Levenson**
Training Resource Center
FROM: Thomas W.

...I would like to share the names of three people in your organization that have my deepest gratitude: **Maurice Harter, William Flaherty, and Elizabeth Richter**.

TO: **Elizabeth Levenson**
Training Resource Center
FROM: M.E.W.

...Please accept my appreciation and thanks to you and to your outstanding staff; with a special thank you to **Liz Richter, Carol Donnell, Maurice Harter, Bill Flaherty, and Peter Ashley**...

TO: **Rhonda Roche**
Sanford Unemployment Insurance
FROM: Tyler W.

...I want you to know how much your efforts are appreciated... You are commended for the

way you handle yourself. I wish all the people I deal with were as competent as you. Keep up the good work...

TO: **Waterville Local Office Staff**
FROM: Mrs. L.

Very good service at the unemployment (office)...all very helpful...could not be better...very satisfied with all the professional help.

TO: **Rumford Unemployment Insurance Staff**
FROM: Robert L.

Thank you for getting me through these tough times.

TO: **John Bouchard**
Portland Job Service
FROM: Roger G.

Thank you for interviewing our students... We feel (they) have benefited from this experience...and prepare them for future interviews.

TO: **Paul Luce**
RETI Team
FROM: Lewis Scott
Forster Manufacturing

...I am writing to thank you for all your help... The services which you provided.. were of great value... Our thanks to **Mike Bourret** also.

TO: **Steve Sargent**
Unemployment Tax
FROM: Susan Skinner
Internal Revenue Service

We would like to thank you for allowing **Dana Crory, Debbie Violette, Terry Robinson, Bill Mahar, Mike Kenney, and Neil Barrows** to be used in the.. seminars... All of the above members are to be commended...

TO: **Marguerite Belanger**
Biddeford Job Service
FROM: Susan N.

I'd like to thank you for helping me...get a job... Unfortunately my job hours are 8:30-5:00 and I am unable to come...speak with you. When I have a break in my schedule I will come in and...thank you...